

I N T E R N A L

C O M M U N I C A T I O N F O R M

DEPARTMENT OF HUMAN SERVICES

Suspense: No later than 20
working dates prior to
the desired session

Subject: Center for Alternative Dispute Resolution Training
Schedule for 2011 - **OAHU**

Originator: W. Ikemori
6-4971

To: SO/DAs

From: APERS

Date: 01/03/11 Memo No. 1

The Judiciary's Center for Alternative Dispute Resolution (CADR) has announced their training schedule for 2011. The training classes (see attachment) include a variety of topics on communications, mediation, handling difficult situations, and bullying in the workplace. Please note that all classes are conducted at **no cost** for State employees.

FOR: All DHS employees.

SCHEDULE: Refer to attached schedule for class dates and time. Most classes will be held at the Supreme Court conference Room 2nd Floor , Aliiolani Hale, 417 South King Street or as noted on the schedule.

REGISTRATION: Register on-line by visiting the CADR website at <http://www.courts.state.hi.us/cadr>, then click on Training, then On-Line Registration. Please follow normal out-service request procedures by submitting a **DPS 411** (Out-Service Training Request) **prior** to the desired session, through proper division training authorization protocols. A manual will be emailed to each participant (prior to the class), which they must print and bring to class. Upon **completion** of training, please submit DPS 411 to PERS-TS for training documentation.

COST: None.

ACCOMMODATIONS/PARKING: Please note that the training room can be quite cold so participants are encouraged to bring a sweater or jacket. Parking is limited, therefore carpooling is encouraged. Please contact The Center for Alternative Dispute Resolution (CADR) for all requests for reasonable accommodations due to disability at #539-4237. Those who have questions concerning registration procedures please contact Pauline Chun at 586-4970/586-4959 (TTY).



APERS

Center for Alternative Dispute Resolution

2011 TRAINING SCHEDULE

Communication Skills

This half-day course is designed to provide an introduction to basic communications skills, focusing on verbal and non-verbal components of messages, effective listening skills, understanding positions and interests, and effective use of questions.

NOTE: *This course is a prerequisite for all other Center training courses.*

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend. Each session is limited to 18 trainees, so you are encouraged to sign up early.

Dates Time Location: Oahu

Wed., Feb. 23 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Wed., May 25 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Wed., Aug. 17 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Wed., Oct. 19 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: *A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.*

Basic Skills for Better Meeting Management

This two-day course provides tools to use in meetings to make them as effective as possible. The course stresses the importance of setting an agenda and staying focused. This interactive course is useful not only for those who plan and run meetings, but also for those who attend meetings.

Prerequisite:

Completed *Communication Skills*.

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend. Each session is limited to 18 trainees, so you are encouraged to sign up early.

Dates Time Location: Oahu

Tue./Thu.,

Apr. 26 & 28 8:15a – 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Mon./Tue.,

Nov. 14 & 15 8:15a – 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: *A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.*

Beyond Basic Facilitation

This one-day class builds on Basic Skills for Better Meeting Management, which is a prerequisite. Beyond Basic Facilitation provides participants with additional skills, tools, and techniques to design and manage a complex meeting series or meetings involving large groups of people. Whenever possible, "clients" will meet with the trainees to talk about challenging meetings that they are planning, and the trainees will design meeting processes for these clients. Real issues, not simulations! We will cover:

- Meeting design strategies for complex issues or large groups
- Anticipating and planning for potential challenges

Prerequisite:

Completed *Basic Skills for Better Meeting Management*.

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend.

Dates Time Location: Oahu

Wed., Jun. 29 8:15a – 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.

Beyond Basic Facilitation – Introduction to Conflict Assessment

This one-day class is designed for people who have facilitated meetings, understand how mediation works, and want to add to their skills. During the class, participants work together to assess a conflict, determine the issues, emotions, necessary parties, and whether mediation or facilitation would be appropriate.

Prerequisites:

Completed *Basic Skills for Better Meeting Management*.

Cost: \$0.00

The training is open to state and county employees. There is no fee to participate; please pre-register to attend.

Date Time Location: Oahu

Wed., Jul. 20 8:15a – 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.

Compassion Fatigue and Building Resiliency

This two and one-half hour session addresses vicarious trauma, also known as compassion fatigue. If you are a professional who works with people who have witnessed trauma, then you may feel some of the symptoms of compassion fatigue. This session addresses how we best can thrive while addressing cases in which people are physically and emotionally distraught. In this interactive session, we will discuss the symptoms of compassion fatigue and successful coping techniques.

Prerequisite:

Completed *Communication Skills*.

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend. Each session is limited to 24 trainees, so you are encouraged to sign up early.

Dates Time Location: Oahu

Wed., Jan. 26 8:15a – 10:30a Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Tue., Sep. 13 8:15a – 10:30a Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.

Handling Difficult Situations in the Workplace

This half-day class is designed to help develop the interpersonal and communications skills needed to deal confidently with difficult interactions that arise occasionally in the workplace. The emphasis of this class is on sharpening listening skills, gathering information under unpleasant circumstance to identify problems, defusing anger and building rapport, and maintaining professionalism in stressful situations. The session focuses on just a few behaviors and is not intended to address persistent or habitual problems.

Prerequisite:

Completed *Communication Skills*.

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend. Each session is limited to 24 trainees, so you are encouraged to sign up early.

Dates Time Location: Oahu

Tue., Apr. 12 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Tue., Aug. 30 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.

More on Handling Difficult Situations in the Workplace

This two and one-half hour session looks at inappropriate behavior in the workplace which could leave one feeling as if he or she is being "bullied," and may result in absenteeism, lower workplace productivity, employee turnover, poor morale, and even violence. Find out how to identify some of the different ways this inappropriate behavior shows up in the workplace, steps one can take in difficult situations, and learn some ways to stop the behaviors. This interactive class will include skills building information and exercises.

Prerequisite:

Completed *Communication Skills*.

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend. Each session is limited to 24 trainees, so you are encouraged to sign up early.

Dates Time Location: Oahu

Wed., May 18 8:15a – 10:30a Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Wed., Sep. 28 8:15a – 10:30a Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: *A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.*

Overview of Mediation Skills

This half-day course provides useful communication tools for the workplace. The course extracts the lessons mediators have learned and provides an interactive setting to learn new skills. While not designed to train participants to be professional mediators, it will provide trainees with an opportunity to learn about some of the skills professional mediators use.

Prerequisite:

Completed *Communication Skills*.

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend. Each session is limited to 16 trainees, so you are encouraged to sign up early.

Dates Time Location: Oahu

Wed., Jun. 15 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Wed., Oct. 26 8:15a – Noon Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: *A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.*

Overview of Negotiation Skills

This is a one-day class that will help trainees develop the skills needed to successfully negotiate agreements. Trainees will participate in simulated negotiations and learn to present and respond to offers and counter-offers and use consultative negotiating tactics and techniques. While not designed to train participants to be professional negotiators, it will provide trainees with an opportunity to learn about some of the skills professional negotiators use.

Prerequisite:

Completed *Communication Skills*.

Cost: \$0.00

The training is open to state and county employees statewide. There is no fee to participate; please pre-register to attend. Each session is limited to 18 trainees, so you are encouraged to sign up early.

Dates Time Location: Oahu

Wed., Mar. 16 8:15a – 4:15p Supreme Court Conf Rm, 2nd floor, Aliiolani Hale, 417 S. King St.

Note: *A manual will be emailed to you prior to class. Please print and bring it with you. Also, the training room can be quite cold so please bring a sweater.*

Register On-Line:

1. Complete and submit the electronic registration form **or** 2. Print the electronic registration form, and fax the completed form to (808) 539-4416. Please provide email addresses for you AND your supervisor at the time of registration. Prior to class an e-copy of the manual will be sent to those enrolled. Please call the Center at (808) 539-4237 for additional course information, questions about registering, or requests for reasonable accommodations due to disability. You may also e-mail CADR at CADR@courts.state.hi.us. Please follow normal out-service request procedures by submitting a **DPS 411** (Out-Service Training Request) **prior** to the desired session, through proper division training authorization protocols. A manual will be emailed to each participant (prior to the class), which they must print and bring to class. Upon **completion** of training, please submit DPS 411 to PERS-TS for training documentation